INTELTEL

Managed IT Services

Technology Managed. Business Empowered.

Secure, intelligent, and scalable managed services for the modern enterprise.

YOUR IT TEAM - EXTENDED



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EXECUTIVE OVERVIEW

One Partner. End-to-End.

A unified operational model for infrastructure, networks, cloud, security, communications, and end-user technology.

Operate with confidence. Modernize continuously.

Inteltel becomes an extension of your organization - combining enterprise engineering, intelligent monitoring, security oversight, service governance, and strategic guidance across your complete technology environment.

1 Business Alignment

Technology priorities mapped to business outcomes, risk, and growth.

2 Operational Control

Clear ownership, standardized workflows, and measurable service performance.

3 Continuous Improvement

A practical cycle of optimization instead of disruptive one-time transformation.

4 Scalable Expertise

Specialists across cloud, network, security, infrastructure, and workplace services.

Your strategic advantage

Free internal teams to focus on innovation while Inteltel manages reliability, security, performance, and lifecycle execution.

CONTINUOUS TRANSFORMATION

Modernization for the AI Era

Build a resilient foundation that can evolve with changing business, data, security, and artificial intelligence requirements.



From big-bang projects to continuous progress

The attached HBR Analytic Services report reinforces a pragmatic approach to modernization: focus on business outcomes, strengthen data and digital foundations, manage hybrid complexity, and deliver change incrementally. Inteltel operationalizes those ideas through governed managed services.

- Prioritize critical workloads and business services
- Modernize in controlled phases with testing and rollback
- Connect cloud, data, AI, security, and operations
- Measure value and feed insights into the next cycle

Supporting context: Harvard Business Review Analytic Services, Continuous Transformation: Rethinking IT Modernization for the AI Era (2025).

SERVICE PORTFOLIO

Complete IT Management

Choose a fully managed, co-managed, or project-based model tailored to your people, platforms, locations, and priorities.

Managed Infrastructure

Servers, storage, virtualization, operating systems, and data centers.

Managed Networks

LAN, WAN, SD-WAN, Internet, wireless, and cloud connectivity.

Managed Cloud

Public, private, hybrid, and multi-cloud operations and governance.

Cybersecurity

Identity, endpoint, network, cloud, vulnerability, and incident management.

Service Desk

Responsive user support for devices, applications, access, and collaboration.

Backup & Recovery

Protected workloads, secure replication, recovery, and continuity.

Endpoint Management

Device configuration, patching, compliance, security, and lifecycle.

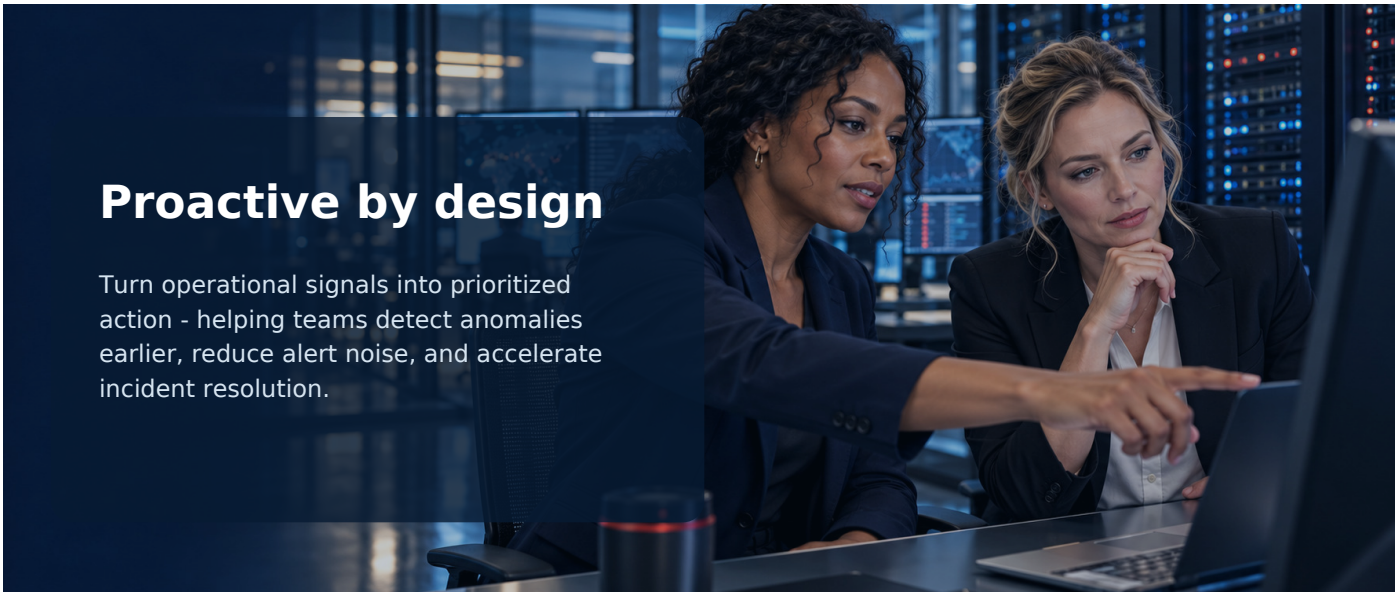
IT Advisory

Assessments, modernization roadmaps, capacity planning, and executive guidance.

AI-DRIVEN OPERATIONS

See More. Resolve Faster.

Intelligent monitoring, automation, analytics, and event correlation improve visibility across complex hybrid environments.



Proactive by design

Turn operational signals into prioritized action - helping teams detect anomalies earlier, reduce alert noise, and accelerate incident resolution.

Intelligent operations capabilities

1 Observe

Unified monitoring across networks, cloud, infrastructure, security, and endpoints.

2 Correlate

Connect related events and dependencies to reduce noise and isolate probable causes.

3 Automate

Trigger approved workflows for remediation, configuration, patching, and service requests.

4 Improve

Use operational data to guide capacity, performance, reliability, and lifecycle decisions.

HYBRID INFRASTRUCTURE

Cloud, Data Center, and Compute

Operate and optimize the platforms that support applications, data, users, and AI-ready workloads.

A connected hybrid operating model

Inteltel brings on-premises infrastructure, private cloud, public cloud, edge locations, and data protection under consistent governance and operational visibility.

Applications & Data

Business services, databases, analytics, and AI workloads

Cloud Platforms

Public, private, hybrid, and multi-cloud environments

Compute & Virtualization

Servers, hypervisors, containers, and converged platforms

Storage & Protection

Primary storage, backup, replication, and recovery

Connectivity & Edge

Data centers, branches, remote users, and cloud on-ramps

Outcome: improved availability, clearer capacity planning, controlled cloud costs, stronger resilience, and a scalable foundation for modernization.

SECURITY BUILT IN

Protect the Entire Enterprise Ecosystem

Apply identity-first access, integrated controls, policy enforcement, and continuous security operations across every layer.

Identity & Zero Trust

MFA | IAM | PAM | ZTNA

SASE / SSE

SWG | CASB | FWaaS | DNS | DLP

Secure Enterprise Edge

SD-WAN | Firewall | IPS | Segmentation

Cloud & Workload Security

Posture | Vulnerability | Configuration | Protection

Security Operations

Monitoring | Detection | Escalation | Response

Security is an operating discipline - not a separate add-on.

Controls, evidence, escalation, and continual improvement are integrated into service delivery.

MODERN WORKPLACE

Support People Wherever They Work

Give employees secure, reliable access to devices, applications, collaboration, and support across office, remote, and mobile environments.

1 Service Desk

Responsive assistance with structured triage, escalation, and resolution.

2 Endpoint Management

Provisioning, configuration, patching, protection, compliance, and retirement.

3 Identity & Access

Secure onboarding, access policy, authentication, privilege, and offboarding.

4 Voice & Collaboration

UCaaS, SIP trunking, hosted PBX, meetings, messaging, and mobility.

5 Application Support

Business application availability, access, coordination, and user guidance.

6 Experience Management

Measure service quality, recurring issues, adoption, and employee impact.

Business result: fewer interruptions, faster support, consistent security, and a better employee experience across every location.

ENTERPRISE OPERATING MODEL

From Discovery to Optimization

A disciplined lifecycle connecting business priorities, architecture, deployment, governance, operations, and continuous improvement.

1. **Discover**
   Priorities, dependencies, expectations
2. **Assess**
   Health, risk, performance, capacity
3. **Design**
   Architecture, service model, roadmap
4. **Govern**
   Roles, SLAs, controls, reporting
5. **Deploy**
   Tools, automation, security, workflows
6. **Transition**
   Knowledge, validation, readiness
7. **Operate**
   Monitor, support, maintain, coordinate
8. **Optimize**
   Improve performance, risk, and cost

CONTINUOUS IMPROVEMENT LOOP

Operational insight informs the next modernization cycle and investment roadmap.

GOVERNANCE & SERVICE COMMITMENT

Clear Ownership. Measurable Performance

Defined processes and executive visibility create transparency, accountability, and alignment throughout the relationship.

1 Service Levels

Availability, response, resolution, restoration, and request targets.

2 Operating Procedures

Documented incident, problem, change, configuration, and escalation workflows.

3 Risk & Security

Control oversight, vulnerability priorities, evidence, and response coordination.

4 Performance Reporting

Operational trends, service health, recurring issues, and improvement actions.

5 Executive Reviews

Business alignment, risk, capacity, investments, and modernization priorities.

6 Continual Improvement

Recommendations with owners, timelines, value measures, and status tracking.

Executive deliverables: service reviews, optimization recommendations, capacity forecasts, risk summaries, and technology roadmaps.

BUSINESS VALUE

Outcomes That Matter

Managed services should improve technology performance while giving leaders clearer control over risk, cost, capacity, and change.

1 Greater Reliability

Preventive maintenance and proactive monitoring reduce avoidable disruption.

2 Stronger Security

Integrated oversight reduces exposure across users, infrastructure, and cloud.

3 Faster Resolution

Structured escalation and specialists accelerate diagnosis and restoration.

4 Predictable Spending

Transparent service models improve operational cost control and planning.

5 Scalable Operations

Support growth without continually expanding internal operating complexity.

6 Strategic Focus

Free internal teams to concentrate on innovation and business priorities.

Success is measured through business and operational evidence.

Baselines, service metrics, risk indicators, adoption, capacity, and improvement actions create a shared view of value.

BEGIN YOUR MODERNIZATION JOURNEY

Modernize. Secure. Operate. Improve.

Build an IT environment that is resilient today and ready to evolve for cloud, data, AI, and future business demands.

SCHEDULE A CONSULTATION

Start with an IT modernization assessment

- Current-state infrastructure and service review
- Security, resilience, and operational risk assessment
- Prioritized modernization roadmap
- Managed services transition and governance plan

SOURCE & EDITORIAL NOTE

This Inteltel-branded brochure is original marketing content. Page 3 uses the attached report as supporting context for general modernization themes: Harvard Business Review Analytic Services, Continuous Transformation: Rethinking IT Modernization for the AI Era, sponsored by Kyndryl (2025). No affiliation or endorsement is implied.

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